A Letter of Complaint

Writing Strategy

1) Write your address, add the date in full.

2) Start with Dear Sir or Madam, and finish with Yours faithfully or start with Dear Mr./Ms X… , and finish with Yours sincerely

3) Use expressions common for formal letters such as:

I am writing to complain about…

I am writing to express my concern about the fact that…

I am writing ….

I would be grateful if …..

I would appreciate it if you could…

I am returning… with this letter.

Thanks for your assistance…

I look forward to hearing from you

4) Do not use short forms.

5) Write your full name.

1) Look at this formal letter and number the parts of the letter given on the right to match the gaps.

1 [ ]

2 [ ] 3 [ ]

4 [ ]

(a) I am writing to complain about a mobile phone that I bought from your shop in Broad Street last week.

(b) Although the quality is excellent, the instructions on the screen are in Chinese and I can't understand them.

(c) I am returning the mobile phone with this letter. I would be grateful if you could repair the fault or replace the mobile phone.

I look forward to hearing from you.

5 [ ]

6 [ ]

- [ ] **Yours faithfully**
- [ ] **Mark Brown**
- [ ] **Lee Electronics**
  35c Broad Street
  Birmingham
- [ ] **Dear Sir or Madam**
- [ ] **17 Green Close**
  Birmingham
  GN55 7TY
- [ ] **15th November 2014**

2) In which paragraph (a-c) does Mark

1. describe what happened? ____
2. say what he wants the company to do? ____
3. explain why he is writing the letter? ____

3) Answer the questions.

1. What is the full name of the person who wrote the letter? _____

2. What thing (item) is he complaining about? _____

3. When did he buy this thing? _____

4. What is the problem with it? _____

5. What is the customer enclosing with his letter? _____

4) Read the letter of complaint and complete the gaps by putting the words in 1-10 into the correct order.

19 Water Street
Manchester
N22 3BE

Customer Services Department
Paradise Holidays
Manchester K35 8FR **11th NOVEMBER 2020**

1_____,
2_____ a holiday I recently went on with Paradise Holidays.
My family and I spent two weeks from 14th August 2015 at the Calton Hotel in Navellia; 3_____ _____ our holiday is BN77123.

First of all, on our arrival, there was nobody to greet us and when, after a 15 minute wait, we finally booked in, the girl was sullen and unhelpful and made no apology for her 4_____.
My second complaint concerns the room we had. It was very dirty and did not have a sea view, 5_____ when we booked the holiday. When we tried to explain this to the receptionist, she was extremely rude and refused to change our room.

To make matters worse, 6_____. They served the same dishes every mealtime and the portions were very small, so we never felt full.
Finally, I should like to draw your attention to the evening entertainment which was a further disappointment. 7_____ the hotel offered a wide range of entertainment, but in fact there was just one singer with a terrible voice, who sang the same songs every night.

All this has spoilt what should have been a wonderful holiday, and I would 8_____
I suggest fifty per cent of the cost of the holiday. 9_____you could do it.

10 _____ from you.

Yours faithfully,
Samuel Morrison

1. Madam / Sir / Dear / or
2. complain / am / about / to / I / writing
3. reference / the / for / booking
4. absence / desk / lengthy / from / reception / the
5. for / we / although / this / extra / paid
6. food / problem / the / another / was
7. brochure / that / your / stated
8. like / refund / therefore / a partial
9. very / would / I / if / grateful / be
10. to / hearing / look / I / forward

5) Rewrite these informal sentences in a more formal style.

1. I'm really upset about my new mobile phone.
_____
_____

2. Please, phone me as soon as possible.
_____
_____

3. Here's the receipt for you to look at.
_____
_____

6)Write a letter of complaint to a shop.

Dear _____ or _____

I am writing to_____
_____
_____
_____
_____
_____

I am returning _____
_____
_____
_____

I look forward _____

Yours _____

Answers: